



**Municipal Services Commission
of the City of New Castle**

Spring / Summer 2023 Newsletter

Secretary's Message >

Resources at Your Fingertips >

Commissioner Dan Knox >

Commissioner Sheila Shannon >

MSC in the Community >

Electric Department >

Water Department >

**2023 Annual Drinking
Water Quality Report >**

Thank You!



Commissioner Knox



Secretary's Message



I hope this edition of our Newsletter finds all of our residents well.

The Van Dyke Village electric undergrounding project is entering its final phase with the goal of being completed in early 2024. This project is moving the aerial MSC Electric wires and Comcast cables from the rear property right of way out to the road placing them in conduits underground improving accessibility and reliability. It is great to hear all of the positive comments from customers when visiting the site to check on the crews progress.

The Water Department is moving forward with the Hewlett and Janvier Water Main Replacement Project. The project is scheduled to start this Summer replacing the water main, services, and fire hydrants on Hewlett, Janvier, and Megginson Avenues improving water quality and fire protection for the residents. The Drinking Water State Revolving Fund loan for the project qualified for full principal forgiveness at the end of the project resulting in no repayment obligation.

This edition of the Newsletter contains the annual Water Department 2023 Consumer Confidence Report (CCR). In June of each year, MSC publishes this report as required by the United States Environmental Protection Agency (EPA) and the Delaware Division of Public Health, Office of Drinking Water. The report communicates to our customers the water quality and testing performed on their drinking water during the previous year. MSC is proud to report the water provided complies with all federal and state drinking water standards. The Water Department strives to provide the best service and highest water quality possible to our customers.

The MSC tries hard to keep the citizens of New Castle informed. Please ensure you have provided Customer Service with your updated contact information so we can communicate with you throughout the year. Call 302-323-2330 or visit our website at <https://newcastlemsc.delaware.gov/contact-form/> to update your information.

Read about these and other MSC activities in this edition. Enjoy your Summer and stay safe.



Thank you,
Scott Blomquist
General Manager / Secretary



RESOURCES

At Your Fingertips

| | |
|---|----------|
| City Administration Office | 322-9801 |
| Mayor's Office | 322-9802 |
| Public Works Department | 322-9813 |
| MSC Main Office | 323-2330 |
| MSC Utility Building | 323-2333 |
| Scott Blomquist Secretary / General Manager | 221-4513 |
| Ken Natale Comptroller/Treasurer | 221-4517 |
| Art Granger Electric Utility Manager | 221-4514 |
| Jay Guyer Water Utility Manager | 221-4515 |

For Electric or Water Emergency After Hours

Call 323-2330 or 323-2333

Planning a project at home which involves digging on your property?

Call MISS UTILITY

811 or 1-800-282-8555 in DE



Calendar Of Events

| | |
|--|------------|
| July 3rd & 4th - Independence Day - | MSC Closed |
| September 4th - Labor Day - | MSC Closed |
| November 23rd - Thanksgiving Day - | MSC Closed |
| November 24th - Day After Thanksgiving - | MSC Closed |
| December 22nd - Christmas Eve Observed - | MSC Closed |
| December 25th - Christmas Day Observed - | MSC Closed |
| January 1st - New Years Day Observed - | MSC Closed |



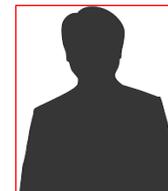
Dr. Roy J. Sippel
President

Appointed by The Mayor
Term: April 1, 2019 to March 31, 2022



Sheila Shannon
Commissioner

Appointed by City Council
Term: April 1, 2023 to March 31, 2026



Vacant
Mayor
Commissioner / Mayor
Appointed by MSC Charter



Thank You Commissioner Knox



April 1, 2009 to March 31, 2023

MSC would like to thank Dan Knox for his support and guidance throughout his 5 consecutive, 3 year terms as Commissioner. For 15 years, Dan served MSC utilizing his strong accounting background and business experience to support the organization's mission and goals. He assisted with developing sound management and accounting policies and practices, reviewed bank statements and check registers monthly, and assisted with the auditor selection process. He asked great questions and challenged staff to be the best we could be at providing the highest quality, most reliable water and electric service to our customers.

Over his professional career, Dan held many positions at Delmarva Power Company, Printpack, Inc., and most recently retired from the Delaware City PBF Energy Refinery as Plant Controller. Dan supports several other local non-profit organization's in his spare time. MSC Staff would like to congratulate Dan on his retirement, thank him for serving as Commissioner, and wish him many happy years to come.



Welcome
Commissioner
Sheila Shannon
City Council Appointment



MSC welcomes Ms. Sheila Shannon as our newest Commissioner. Commissioner Shannon serves as one of City Council's appointees and brings a wealth of knowledge about the utility industry with over 30 years of experience. She recently retired as the Director of Water Quality for Tidewater Utilities, Inc. where she was responsible for monitoring and planning for regulatory compliance. Tidewater provides water and wastewater services to over 400 communities in all three counties in Delaware. Before joining Tidewater, Ms. Shannon worked for Veolia Water Technologies and Solutions (previously Suez and United Water Delaware). She spent half of her career in Engineering and half in Operations. Commissioner Shannon received a Bachelor's Degree in Civil Engineering, a Bachelor's Degree in Biological Sciences, and a Master's Degree in Civil/Environmental Engineering, all from the University of Delaware. She is an Adjunct Instructor for Delaware Technical & Community College where she teaches classes for Drinking Water and Wastewater Operators and other professionals in the environmental field. MSC Staff welcomes Commissioner Shannon and looks forward to working with her to meet our mission and goals.





Public Electric Vehicle (EV) Chargers Installed Around

Do you own an electric vehicle? If so, you may have observed over the last two years, MSC's Electric Department has been installing EV Charging Stations around town. MSC received a grant from the Delaware Department of Natural Resources & Environmental Control (DNREC) and acquired the units. Coordinating with City Council, City Administrator, the Mayor, and other City agencies, numerous installation locations were reviewed and discussed. Once locations were selected, MSC completed the installation and energized them. To date, four EV Charging Stations are installed around town at the following locations: Parking lot at 3rd and Foundry Street – 4 charging heads, 7th and Delaware Street – 2 charging heads, 2nd and Chestnut Street Parking lot – 2 charging heads, and the open lot on Chestnut Street between 4th and 6th Street – 2 charging heads. Electric consumption is metered and charged directly to the charger user.



Comprehensive Electric Plan Completed

During 2022, MSC's Electric Department developed a comprehensive Electric System Plan as a guide for planning and prioritizing projects. The immediate goal is not undergrounding the entire system but to understand the current and future electrical needs throughout the City electric distribution system and infrastructure to ensure current and future projects align with the overall Master Plan.



Hewlett, Janvier, and Megginson Avenues

Water Main Replacement Project

MSC completed the design, engineering, and permitting of the Hewlett and Janvier Water Main Replacement Project. The project has been advertised, bids are due late June, and the project will be awarded by the end of July with a planned start date in August 2023. It is estimated the project will take 180 days to complete. The water main replacement project consists of approximately 1,715 linear feet within Hewlett, Janvier, and Megginson Avenues. Additionally, thirty-two water services will be replaced from the main to the curb stop valves and three new fire hydrants installed.

The goal of this water main replacement project is to remove lead-joint pipe, improve water quality, and improve system hydraulics and fire protection. The unlined lead joint cast iron water mains in this area were installed in the 1950's and are causing water quality issues requiring monthly flushing to maintain water quality.

This \$1.5 MM project is funded by a State of Delaware Drinking Water State Revolving Fund (DWSRF). MSC applied for and was awarded the loan which qualified for full principal forgiveness which means no repayment obligation on debt when the project is completed.

When the project is awarded, MSC will contact customers who will be affected to review the project and discuss what to expect during construction. Through out the project, there will be several interruptions of water service. Unless there is an emergency, a minimum of 24 hours notice will be provided before any outages. Customers will be kept updated on the contractors progress throughout the project.



Penn Farm Day

On May 18th, MSC participated in the annual Penn Farm Day event hosted by the William Penn High School Administration. This year's event had over 100 local Middle School students visiting different stations at the High School and Historic Penn Farm including MSC's Water Treatment Facility. MSC Water Supervisor Ryan Jaeger and Water Operator Barry Granger gave tours of the treatment facility and provided information on the water supply and treatment process. MSC's facility tour ended with the students observing a fire hydrant being flowed to demonstrate the pressure and flow in our water system. MSC appreciates the opportunity to partner with local organizations in educational events.

Wilmington Manor Elementary School Career on Wheels Day

On May 26th, MSC was invited to attend the annual Career on Wheels Day at the Wilmington Manor Elementary School to showcase the different types of equipment MSC uses to maintain the City Water and Electric Systems. Electric Linemen Ryan Auger and Bil Lindberg showed students a bucket truck and discussed how it is used to maintain the electric distribution system and Water Operators Tom Brewster and Barry Granger showed students a dump truck, trailer, and excavator and discussed how they are used to maintain water and electric utilities. MSC appreciates the opportunity to participate in educational event introducing kids to the utility industry.

MSC Automated Meter Infrastructure (AMI) Project

MSC's AMI project is moving forward with a planned implementation date for later in 2023. Both water and electric meters will be changed out with new smart meters. MSC has started receiving the meters and equipment for our contractor to perform the Installation. These new meters will provide MSC staff with new tools to assist customers with understanding their consumption patterns and identifying potential issues sooner to help avoid high bills.



2023 Annual Drinking Water Quality Report

**City Of New Castle
Municipal Services Commission
216 Chestnut Street
New Castle, Delaware 19720
Public Water System ID # DE0000634
June 1, 2022**

The Municipal Services Commission (MSC) is charged with the responsibility of providing you reliable, high quality drinking water. Each spring MSC publishes this report in accordance with the requirements of the United States Environmental Protection Agency (US EPA) and Delaware Division of Public Health (DPH). This Consumer Confidence Report is designed to let you know where your water comes from, what it contains, and any risks water testing and treatment are designed to prevent.

The reporting period for this report is January 1, 2022 through December 31, 2022. The MSC wants you to know that we are committed to providing you with the most reliable, highest quality water supply available.

Where Does Municipal Services Commission Water Come From?

The Sources of drinking water, both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and radioactive materials, and can pick up substances resulting from the presence of animals or from human activity.

The source of the MSC's Water is the Potomac Aquifer which is a semi confined aquifer whose natural filtering characteristics helps to protect our customers from contaminants. The Division of Public Health in conjunction with the Department of Natural Resources and Environmental Control has conducted a Source Water assessment for the City of New Castle's community water system. Please contact Commission Water Utility Manager Jay Guyer at 302-221-4515 regarding how to obtain a copy of this assessment. You may also review the assessment on the website: <http://delawaresourcewater.org/assessments>.

Where Do Contaminants Come From?

- A) Microbial contaminants, such as viruses and bacteria, may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- B) Inorganic contaminants, such as salts, and metals, which can be naturally-occurring or result from urban storm runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- C) Pesticides and herbicides, which may come from a variety of sources such as agriculture, storm water runoff and residential uses.
- D) Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.
- E) Radioactive contaminants, which can be naturally-occurring or can be the result of oil and gas production and mining activities.

Are There Limits to Contaminants?

In order to ensure tap water is safe to drink, the US EPA prescribes regulations, which limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) regulations establishes limits for contaminants in bottled water, which must provide the same protection for public health.

Drinking water, including bottled water, may be reasonably expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the US EPA's Safe Drinking Water Hotline at 1-800-426-4791.

Lead In Drinking Water.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Infants and children who drink water containing lead in excess of the Action Level (AL) could experience delays in their mental development. Children could show slight deficits in attention span and learning disabilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Lead in drinking water is primarily from materials and components associated with service lines and household plumbing. The Municipal Services Commission is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting in your pipes for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using the water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline at 1-800-426-4791 or at www.epa.gov/safewater/lead.

Are Some People at a Greater Risk from Contaminants?

Some individuals may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS, or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from health care providers. US EPA/Center for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

Does MSC Do Only The Minimum Testing Required by Law?

The MSC has tested or has had its water tested by other agencies to look for contaminants which may not be regulated substances. The Commission had DNREC test for contaminants which may have leaked from landfills that are in close proximity to its wells. The EPA and State of Delaware have not set standards for monitoring Radon at this time, none the less the Commission has tested for Radon in its source water and found minimal traces.

MSC Staff continuously evaluates performance of the Granular Activated Carbon filtration system at our School Lane Treatment Facility which removes per- and polyfluoroalkyl (PFAS) substances. Monthly MSC collects water samples from the vessels to monitor carbon performance and to determine when a carbon media exchange should be scheduled. Every 6 months, MSC collects several finished water samples from representative locations in our distribution system testing for the presence of 18 PFAS compounds. There were Non-Detect results on all of the PFAS compounds in 2022. Annually, MSC collects samples from our water supply to monitor the levels of PFAS. MSC anticipates completing a 40,000lb carbon media exchange in one of the filtration vessels during 2023. Continuous sampling and carbon media exchange represents MSC's ongoing commitment to delivering the most reliable, highest quality drinking water to our customers that meets or exceeds all state and federal regulations.

What's The Bottom Line?

Your drinking water meets or surpasses all Federal and State Drinking Water Standards. Staff at the Municipal Services Commission works hard to provide top quality water to every tap. We ask that all customers help us protect our water sources, which are the heart of our community, our way of life, and our children's future.

If you have any questions or concerns about this report or about your water utilities operations, please contact Water Utility Manager Jay Guyer by Phone at: 302-221-4515, by Fax at: 302-324-1842, or E-mail at: guyerlj@newcastlemsc.delaware.gov, or on the Web at www.newcastlemsc.delaware.gov.

Municipal Services Commission Water Quality Report.

This report is based upon tests conducted by the Delaware Division of Public Health, Office of Drinking Water (ODW) and the MSC. Although many more contaminants were tested for only the contaminants listed below were detected in your water. The US EPA or ODW allows MSC to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old. In the following tables, you may find terms and abbreviations that might not be familiar to you. To assist you with understanding these terms and abbreviations we have added definitions at the end of the report.

Regulated Contaminants

| Inorganic Contaminants | Unit of Measure | MCL | MCLG | Highest Level Detected | Annual Range | Date Sampled | Violation | Major Sources of Contaminants / Substances |
|------------------------|-----------------|-----|------|------------------------|-----------------|--------------|-----------|--|
| Arsenic | ppb | 10 | 0 | 0.8 | 0.8 - 0.8 | 2017 | No | Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes. |
| Barium | ppm | 2 | 2 | 0.1057 | 0.1057 - 0.1057 | 2017 | No | Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits. |
| Fluoride (1) | ppm | 2 | 1.2 | 1.43 | 0.45 - 1.43 | 2022 | No | Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories. |
| Nickel | ppb | 100 | 100 | 7.1 | 7.1 - 7.1 | 2017 | No | Occurs naturally in soils, ground waters, and surface waters. |
| Nitrate (as Nitrogen) | ppm | 10 | 10 | 3.6 | 2.5 - 3.6 | 2022 | No | Run off from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits. |
| Selenium | ppb | 50 | 50 | 4.7 | 4.7 - 4.7 | 2017 | No | Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines. |

Lead and Copper

| Contaminant | Unit of Measure | MCLG | AL | 90th Percentile | # of Sites Over AL | Date Sampled | Violation | Major Sources of Contaminants / Substances |
|-------------|-----------------|------|-----|-----------------|--------------------|--------------|-----------|---|
| Copper | ppm | 1.3 | 1.3 | 0.116 | 0 out of 20 | 2022 | No | Erosion of natural deposits; leaching from wood preservatives; corrosion of household plumbing systems. |
| Lead | ppb | 0 | 15 | 1 | 0 out of 20 | 2022 | No | Erosion of natural deposits; corrosion of household plumbing systems. |

| Radiological Contaminants | Unit of Measure | MCL | MCLG | Highest Level Detected | Annual Range | Date Sampled | Violation | Major Sources of Contaminants / Substances |
|--|------------------------|------------|-------------|-------------------------------|---------------------|---------------------|------------------|---|
| Radium, Combined (226/228) | pCi/l | 5 | 0 | 3.4 | 3.4 - 3.4 | 2020 | No | Erosion of natural deposits. |
| Gross Alpha Particle (excluding radon and uranium) | pCi/l | 15 | 0 | 2.2 | 2.2 - 2.2 | 2020 | No | Erosion of natural deposits of certain minerals that are radioactive and may emit a form of radiation known as alpha radiation. |

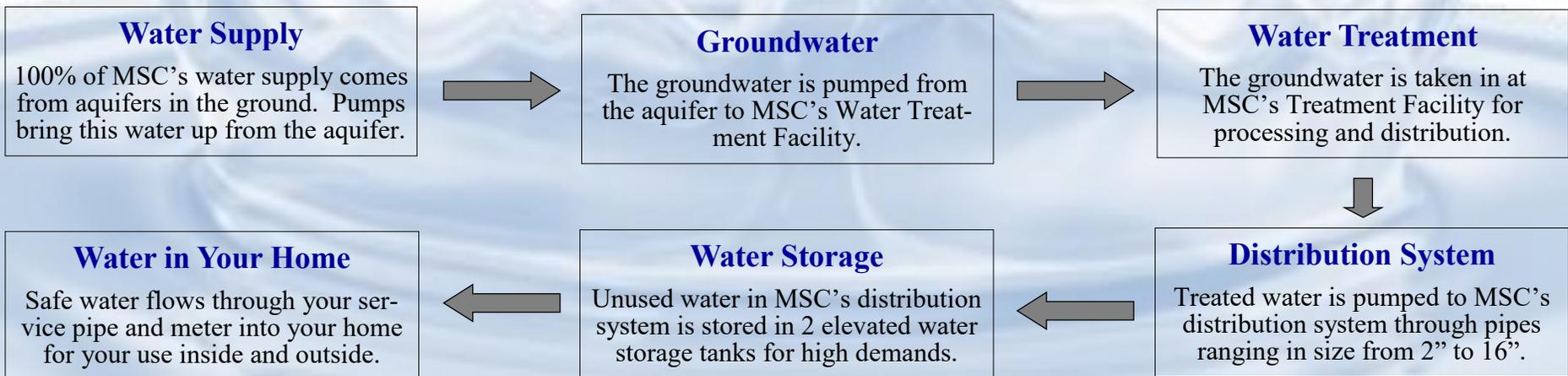
There are a number of ways to conserve water and they all start with YOU!

| Disinfection / Disinfection By - Products | Unit of Measure | MCL | MCLG | Highest Level Detected | Annual Range | Date Sampled | Violation | Major Sources of Contaminants / Substances |
|--|------------------------|------------|-------------|-------------------------------|---------------------|---------------------|------------------|---|
| Chlorine, Free (2) | ppm | 4.00 | 4.00 | 1.74 | 1.12 - 1.74 | 2022 | No | Disinfectant used in the drinking water industry. |
| Trihalomethanes, Total | ppb | 80 | 0 | 2.32 | 2.32 - 2.32 | 2022 | No | By - product of drinking water chlorination. |
| Total Haloacetic Acids (HAA5) | ppb | 60 | 0 | ND | 0.0 - 0.0 | 2022 | No | By - product of drinking water chlorination. |

Unregulated Contaminants

| Contaminants | Unit of Measure | MCL | MCLG | Highest Level Detected | Annual Range | Date Sampled |
|---------------|-----------------|-------|-----------|------------------------|-----------------|--------------|
| Alkalinity | ppm | N / R | N / R | 21.6 | 21.6 - 21.6 | 2022 |
| Chloride | ppm | N / R | 250.0 | 102.7 | 36.7 - 102.7 | 2022 |
| Manganese | ppm | N / R | 0.05 | 0.0021 | 0.0021 - 0.0021 | 2017 |
| pH, Field (3) | 0 - 14 scale | N / R | 6.5 - 8.5 | 10.3 | 6.8 - 10.3 | 2022 |
| Sodium | ppm | N / R | 50 | 37.3 | 37.3 - 37.3 | 2022 |
| Sulfate | ppm | N / R | 250 | 15.5 | 3.9 - 15.5 | 2022 |
| Temperature | Degree - C | N / R | N / R | 18 | 11 - 18 | 2022 |
| Zinc | ppm | N / R | 5 | 0.0278 | 0.0278 - 0.0278 | 2017 |

Water's Journey to Your Home



Microbiological Contaminants -Total Coliform Bacteria

120 Samples, 10 Per month, were collected during 2022

120 samples collected were absent of Coliform Bacteria.

Number of Violations: None

Major Sources: Naturally present in the environment.

Annual Average Readings

- 1) Average Fluoride reading - 0.88 ppm
- 2) Average Chlorine Reading - 1.39 ppm
- 3) Average pH Reading - 7.4 on the 0 - 14 Scale

Note: Averages are based upon the daily water quality readings taken at the Commission's School Lane Treatment Facility.

Sharing the Report

MSC requests landlords, apartment managers, businesses, and schools share this information with others who might not have received it directly. Consider posting it in a public area or advise others that the report is available on line at <http://newcastlemsc.delaware.gov/> or by contacting the Commission.

Waters True Value

MSC provides our customers with a reliable, high quality water supply that is priced much less than other utility services.

An average MSC residential water customer pays \$0.0147 per gallon or \$1.96 per day or \$58.85 per month for water service.

(Estimate is based upon 2 individuals in a residential dwelling using 4,000 gallons per month or 133 gallons per day at MSC's current rates)

Municipal Services Commission Water System Facts

Metered Customers: 2,337 Water Customers

Annual Water Supply: 147,759,896 Gallons

Miles of Water Mains: 30 Miles

2022 Average Daily Water Demand: 423,934 Gallons per Day

2022 Peak Day Water Demand: 861,050 Gallons

Active Supply Wells: 4 Wells - 3 located on the Penn Farm and 1 on Basin Road

Treatment Facilities: 1 Facility with a 1.6MGD capacity

Storage Capacity: 2 Elevated Water Tanks with a capacity of 1.6 Million Gallons or approximately 2 days supply.

Public Fire Hydrants: 184 - Flushed, inspected, and maintained annually.

For Reliability MSC maintains 2 emergency interconnections with Artesian Water Company at different locations in our distribution system to ensure adequate supply and system pressure are always available should the need arise.

Definitions:

90th Percentile - The ninth highest reading (of 10 samples), which is used to determine compliance with the Lead and Copper Rule.

Action Level (AL) - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Action Level Goal (ALG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. ALG's allow for a margin safety.

Maximum Contaminant Level (MCL) - The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible.

Maximum Contaminant Level Goal (MCLG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.

Maximum Residual Disinfectant Goal (MRDLG) - The level of drinking water disinfectant below which there is no known or expected risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Maximum Residual Disinfectant Level (MRDL) - The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Not Applicable (N / A) - Field is not applicable to the substance.

Non - Detect (ND) - Laboratory analysis indicates that the constituent is not present.

Not Regulated (N / R) - No MCL is identified because these substances are unregulated.

Parts Per Million (ppm) - 1 Part Per Million corresponds to 1 minute in 2 years or a single penny in \$10,000.00.

Parts Per Billion (ppb) - 1 Part Per Billion corresponds to 1 minute in 2000 years or a single penny in \$10,000,000.00.

Parts Per Trillion (ppt) - 1 Part Per Trillion corresponds to 1 minute in 2,000,000 years or a single penny in \$10,000,000,000.00.

Picocuries Per Liter (pCi/l) - A measure of the radioactivity in water.



Municipal Services Commission
of the City of New Castle

216 Chestnut Street

New Castle, Delaware 19720

302-323-2330

PRSR STD
US POSTAGE PD
WILMINGTON, DE
PERMIT NO. 578